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2020 CENSUS PROGRAM MEMORANDUM SERIES: 2021.09

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MEMORANDUM FOR: The Record

From: Albert E. Fontenot, Jr. (signed April 13, 2021)
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Subject: Documentation of Updates to the Island Areas Censuses Operation

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This memorandum documents specific updates that have been made to the Island Areas Censuses (IAC) operation since the release of the [IAC Detailed Operational Plan](#) on October 2, 2019. The updates include the addition of telephone enumeration and other minor changes to which staff positions are designated to perform certain enumeration functions.

The original methodology included the listing of all living quarters and enumerating all the residents of American Samoa, the Commonwealth of the Northern Mariana Islands, Guam, and the U.S. Virgin Islands using paper-based collection materials and in-person enumerator-led interviews. Because of the novel coronavirus (COVID-19) pandemic, some respondents did not feel comfortable completing an in-person interview. Therefore, telephone enumeration was added as a supplemental data collection mode for IAC.

Telephone Enumeration Workflow

Telephone enumeration was designed to occur once an enumerator had delivered a Notice of Visit to a housing unit. The Notice of Visit included basic collection unit and unique map spot identifiers (and within map spot ID where applicable for multi-unit living quarters) for the housing unit. It also included a telephone number for the respondent to contact the enumerator or the specific Island Area Census Office to participate in the 2020 Census. Respondents had the option of scheduling an in-person interview or completing the census over the telephone with an enumerator located in the census office. For respondents who had misplaced their Notice of Visits, they were encouraged to contact their local census office directly. Originally the enumeration interviews were to occur in person only. The specific changes within the DOP occur in the following figures and accompanying text:

- Page 63, Figure 33: Conduct IAC Data Collection Fieldwork (26-5.2.2: Conduct IAC Housing Unit Enumeration).

- Page 63, Figure 33: Conduct IAC Data Collection Fieldwork (26-5.2.5: Conduct Crew Leader Quality Check).
- Page 65, Figure 35: Conduct IAC Housing Unit Enumeration (26-5.2.2).

For reference, this data collection addition occurs in the IAC Business Process Model (BPM) on BPM 70 and BPM 72.

Other Minor Changes

Other updates to the operation were assigning additional roles to perform various tasks. Originally, the crew leaders and special enumeration enumerators were at times exclusively designated for specific tasks, as shown in Figure 36: Conduct IAC Special Enumeration at Group Quarters and Transitory Locations, page 66. The update includes as actors the crew leader, the crew leader assistant, and the enumerator for the following tasks:

- 26-5.2.3.1: Receive Special Enumeration Work Assignments and Conduct Telephone Contacts.
- 26-5.2.3.2: Conduct IAC Enumeration at Transitory Locations.
- 26-5.2.3.3: Conduct IAC Group Quarters Enumeration and Followup.

In addition, Figure 37: Conduct IAC Field Follow-up, page 68, also requires these changes to make the crew leader, the crew leader assistant, and the enumerator as the actors for receiving work assignments, traveling to assignment locations, conducting field followup, and submitting cases for review.

For reference, these staff position additions occur on BPMs 73 (26-5.2.3.1, 26-5.2.3.2, 26-5.2.3.3) and 74 (26-5.2.3.4).

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